Project: Create a more cost effective delivery of services by outsourcing our Demand Response operation

Project Timeline: Please see attached "5/19/19 Project Management Plan"

Groups or constituents related to the project:
• Being able to work with other transit agencies that currently outsource their Demand Response operation was one of the things that I enjoyed most about this project. The initial research resulted in many new, and valuable, contacts within the transit industry.
--- On first call they fell into one of three categories: Those that have never thought about outsourcing, but were interested in how it could work for them; those that had thought about outsourcing and were very interested to stay in touch and hear if it worked out for us (this group usually had great leads on who currently outsourced their service); those who were currently outsourcing... with many different ways of achieving their needs and goals.

Special skills needed for project:
• The ability to come up with research tools to help mine important data within the project.
  o Survey: After identifying local transit providers, I designed a survey for the owners to fill out which included target questions and a snapshot of our 2018 DR rider totals. The survey acted as an unpublicized RFI (Request For Information) that, in return, gave a better feel for their current capabilities, level of interest in the project and sample rates based on “per passenger trip, mile and hour”.
  o NTD Data: I also used National Transit Data reports to compare the “Cost Per Trip” of other transit agencies in the region.

Possible barriers to project success:
• In my last report, I mentioned the fact that I was caught up in finding a private transportation provider that was more cost effective than out transit agency.
--- I am currently getting the last of the sample rates from local providers. And, although a few of them seem fine, it brings up a few more questions.
  1. Is the lowest rate low enough to make a major move in our DR operation?
  2. Are there enough providers, with rates in this lower category, to create competition?
     (If only one provider comes in low, and did not work out after starting the project, there is nowhere to turn. - And, if they did work out, and where the only low game in town, they could raise rates considerably when renewing their contract... then you only have a choice to pay more or have the expense of bringing back your own operation.)

Resources required to complete the project:
• Outside Transit Agencies, Transit Contractors, Mentors, Time... and more time.

--- Just let me know if you have any questions.